

WHERE TO CALL FOR INFORMATION :

THE MARYLAND COMMISSION ON HUMAN RELATIONS

MAIN OFFICE

6 St. Paul Street, 9th Floor
Baltimore, MD 21202

410.767.8600 or 800.637.6247

TTY/TDD 410.333.1737

410.333.1841 Fax

Website: www.mchr.maryland.gov
E-mail: mchr@mail.mchr.state.md.us

WESTERN MARYLAND OFFICE

The Potomac Plaza
44 N. Potomac Street, Suite 202
Hagerstown, MD 21740
301.797.8521
301.791.3060 Fax

EASTERN SHORE OFFICE

Salisbury District Court
Multi-Purpose Center
201 Baptist Street, Suite 33
Salisbury, MD 21801
410.713.3611
410.713.3614 Fax

SOUTHERN MARYLAND OFFICE

Joseph D. Carter Center
P. O. Box 653
23110 Leonard Hall Drive
Leonardtown, MD 20650
301.475.4118
301.475.4119 Fax

If you are interested in becoming a volunteer mediator or have questions about the program, please contact the Mediation Program Director, Tara Taylor, at **410.767.6459. You may also complete and submit our Volunteer Application on-line.**

IT IS THE MISSION

of the Maryland Commission on Human

Relations to ensure equal opportunity to all

through the enforcement of Maryland's laws

against discrimination in employment, public

accommodations and housing; to provide

educational and outreach services related to

the provisions of this law; and to promote

and improve human relations in Maryland.

"Discourage litigation. Persuade your neighbors to compromise whenever you can. Point out to them how the nominal winner is often a real loser—in fees, expenses and waste of time."

- Abraham Lincoln

MEDIATION

A *Win-Win* Proposition

Complaint resolution
through
**Collaboration
& Cooperation**



A SERVICE OFFERED BY THE
MEDIATION PROGRAM

Maryland Commission
on Human Relations

WHAT IS MEDIATION?

- A **voluntary, confidential process** in which two, neutral third persons (mediators) facilitate communication between disputing parties to try to assist them in reaching a resolution.

WHO CAN PARTICIPATE IN MEDIATION?

- The **Complainant(s)** - person(s) who filed the Charge of Discrimination.
- The **Respondent(s)** - person(s) directly involved in the situation or named in the complaint and/or representatives of the company or organization that the Charge of Discrimination was filed against.
- Both the Complainant and the Respondent may be accompanied by an attorney, however the Commission must be notified. Attorneys are encouraged to help prepare their clients to participate in the mediation process.

HOW MUCH DOES MEDIATION COST?

- It is **FREE** to all participants.

WHO ARE THE MEDIATORS?

- Trained, skilled volunteers who are NOT employed by the Commission.
- Impartial parties who do not have any vested interest in the outcome of the mediation meeting.
- Facilitators who do NOT act like judges and do NOT offer suggestions or render decisions about the merits of a case.

WHAT ARE THE BENEFITS OF MEDIATION?

- Saves Time! Saves participants time that they would otherwise have to invest in investigation and/or litigation. Leads to quick resolutions.
- Saves Money! Unlike litigation, participants save employee costs, attorneys' fees and other costs associated with responding to an investigation.
- Gives everyone a chance to be heard in a less formal setting than a courtroom.
- Leads to greater understanding and lasting agreements.

WHAT IS A MEDIATION AGREEMENT?

- A written agreement among both parties and the Commission that reflects the detailed resolution of the complaint.
- Participants are encouraged to be creative in coming up with details of their agreement.
- Any agreement would not be construed as an admission of any violation of the law and the Commission would make no determination as to the merits of the complaint.
- As part of the agreement, the Complainant would be required to withdraw the complaint(s) filed with the Commission and any other governmental agency when appropriate.

WHERE ARE MEDIATIONS HELD & HOW LONG DO THEY TAKE?

- Mediation is offered in the main Baltimore office, as well as in several other locations across the State.
- Although the duration varies, most mediation sessions last approximately 2-3 hours.

**Please notify the Mediation Unit Staff if you need any accommodation.*